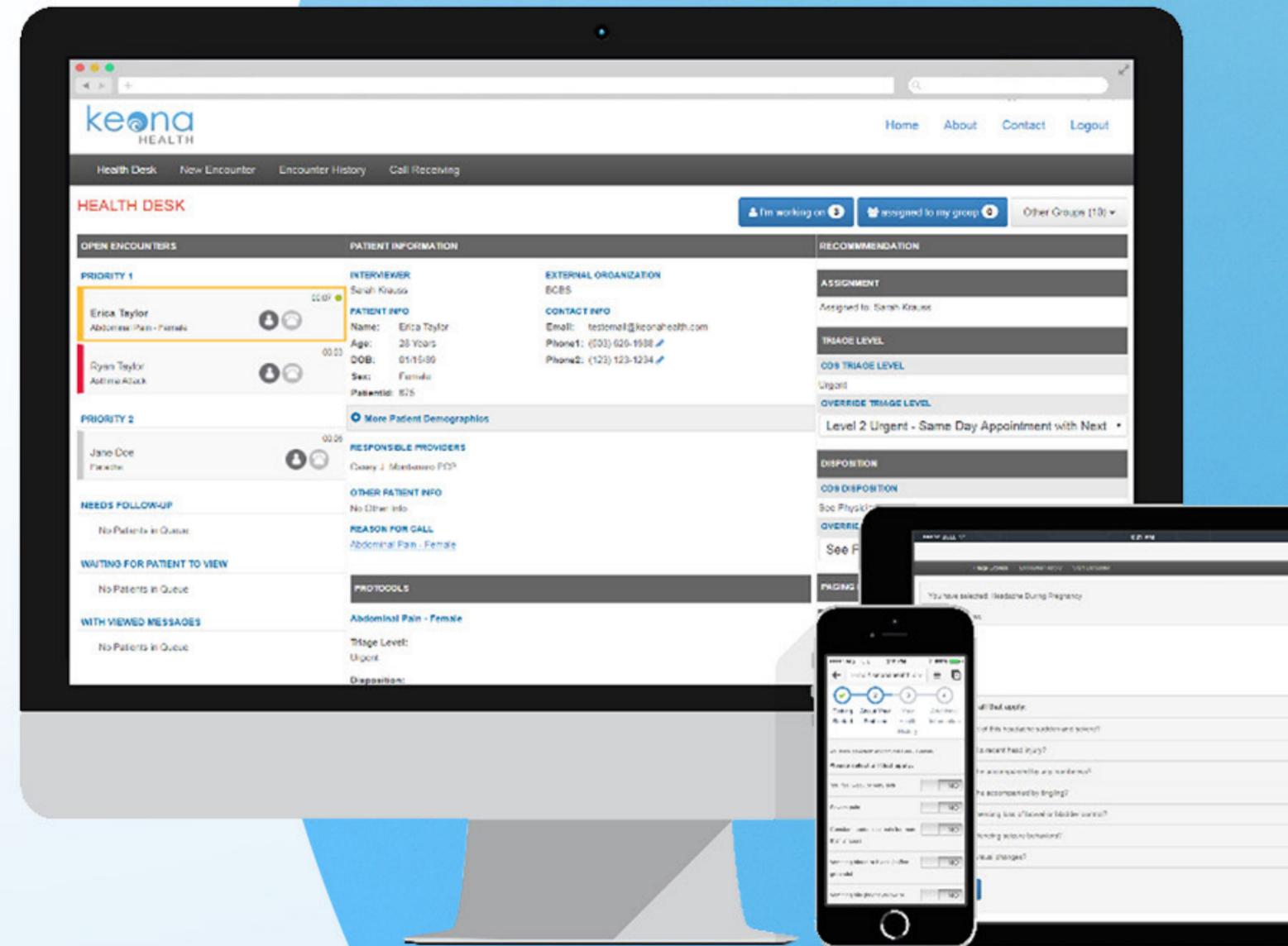


keona  
HEALTH

HEALTHIER. HAPPIER. EFFICIENT.

# KEONA HEALTH DESK: A PATIENT ACCESS PLATFORM THAT GROWS BUSINESSES





# ADD INTELLIGENCE TO ANY KIND OF REMOTE WORKFLOW

**SCHEDULING** – Both Self-Scheduling and Assisted – delivered quicker and with less staff.

**TRIAGE** – Giving the right advice consistently reducing errors and improving health quality.

**VIDEO VISITS** – Maximize profits by reducing office resource demands.

**PHYSICIAN REFERRALS** – Cut out the middle man and reduce time delay with instant referrals.

**NON-CLINICAL CALLS** – Hire less-expensive staff by allowing non-clinical staff to carry more load.

**POST-DISCHARGE FOLLOW UPS** – Improve customer satisfaction by taking the guessing work out of follow up interactions.





# IS KEONA HEALTH DESK SOMETHING YOU SHOULD CONSIDER?

Do you need your providers to triage patients and conduct virtual visits remotely?

Do patients complain about calling you?

Do you dread the Monday call rush?

Do you need to give your staff the flexibility they need to work from home without sacrificing quality?

Are you frustrated with constant scheduling errors?

Would you like to improve quality by automating scheduling and call rules?

Do you need to make quick changes to how scheduling, triage, or referrals are handled without days of training?

Are you frustrated that you don't know what is happening on phone calls?

Would you like to measure call quality and call trends?



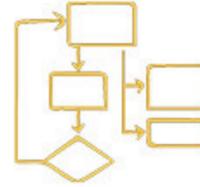
# KEONA HEALTH DESK MANAGES REMOTE WORKFLOWS THE RIGHT WAY

- No errors
- Full EHR & PM integration
- Best in class guidelines
- Make updates quickly



# KEONA HEALTH DESK IS TAILORED TO THE SPECIFIC NEEDS OF YOUR REMOTE OR LOCAL WORKFORCE



-  **WORKFLOW**  
Automate anything
-  **CLINICAL & SCHEDULING PROTOCOLS**
-  **Allscripts®**  
Developer Program  
Certified Application
-  **PHONE SYSTEM INTEGRATION**



# ALLSCRIPTS INTEROPERABILITY

Whether working at home or the office, Allscripts EHR & PM integration gives your staff all the patient data they need right at their fingertips:

- Allscripts patient search
- Patient demographics and address
- Patient alerts
- Usual provider
- Insurance
- Observations
- Pharmacies
- Patient Health History
- Health History Events
- Latest & future appointments

## Patient Alerts

### Patient Alerts

WVC- Patient needs Colpo at next visit WVC- Balance of \$514 needs to be paid before scheduling

## SEARCH FOR PATIENT

Last Name:

First Name:

Date of Birth:

Chart #:

Sea

Last Name	First Name	Birth Date	Sex	Phone	Address
Keona	Testpatient 14	07/18/1981	F		123 Test Lane, CHAPEL HILL NC 9673-

### Usual Provider:

- Kathryn Stout

### Insurance:

- MEDICAID-VA: DMAS DEPT (PFFS)

### Observations:

#### Well Woman:

07/23/2019 with PENDLEBURY, LAURA C

#### Dexa:

07/23/2019 with PENDLEBURY, LAURA C

#### Screening Mammo:

07/23/2019 with PENDLEBURY, LAURA C

### Pharmacies:

view 



**PATIENT & CONTACT**

**CHIEF COMPLAINT**

cough & fever

**SYMPTOM CHECKER**

**Emergent**

Patient experiencing any shortness of breath or difficulty completing a sentence because it is hard to breathe (COVID-19 Symptoms)

Patient experiencing any shortness of breath, grunting or gasping for breath, difficulty completing a sentence because it is hard to breathe, lips or fingers are turning blue, or has chest retraction (COVID-19 Symptoms)

Newborn (2 months or less)

**Urgent**

Patient experiencing any fever, ANY level of coughing, or respiratory symptoms (COVID-19 Symptoms)

**Fulfill Patient Need**

Within 14 days has the patient:

- Traveled from China, South Korea, Iran, or Europe
- OR
- Had Close contact with a lab confirmed COVID-19 patient (COVID-19 Exposure)

**Workflow Action**

Please Select the Call Type - Select COVID-19 Hotline if YES for COVID-19 Exposure or Symptoms

- Primary / Multispecialty Sites
- ICC or ACW (Advocate Clinics at Walgreens)
- Peds Subspecialty
- Answering Service - PRIMARY
- Answering Service - SPECIALTY
- Answering Service - 24x7
- AMG West - Dreyer Peds
- Advocate Care Center
- COVID-19 Hotline

Indicate the action – NO ICC/ACW/Office visits if YES for either COVID-19 Exposure or Symptoms

- Transfer to ACC Nursing - ACC\_COVID-19\_RN\_Advice skill

**Scripting**

During the hand-off to nursing, clearly state that this is a COVID-19 call

[Preview protocol summary](#)

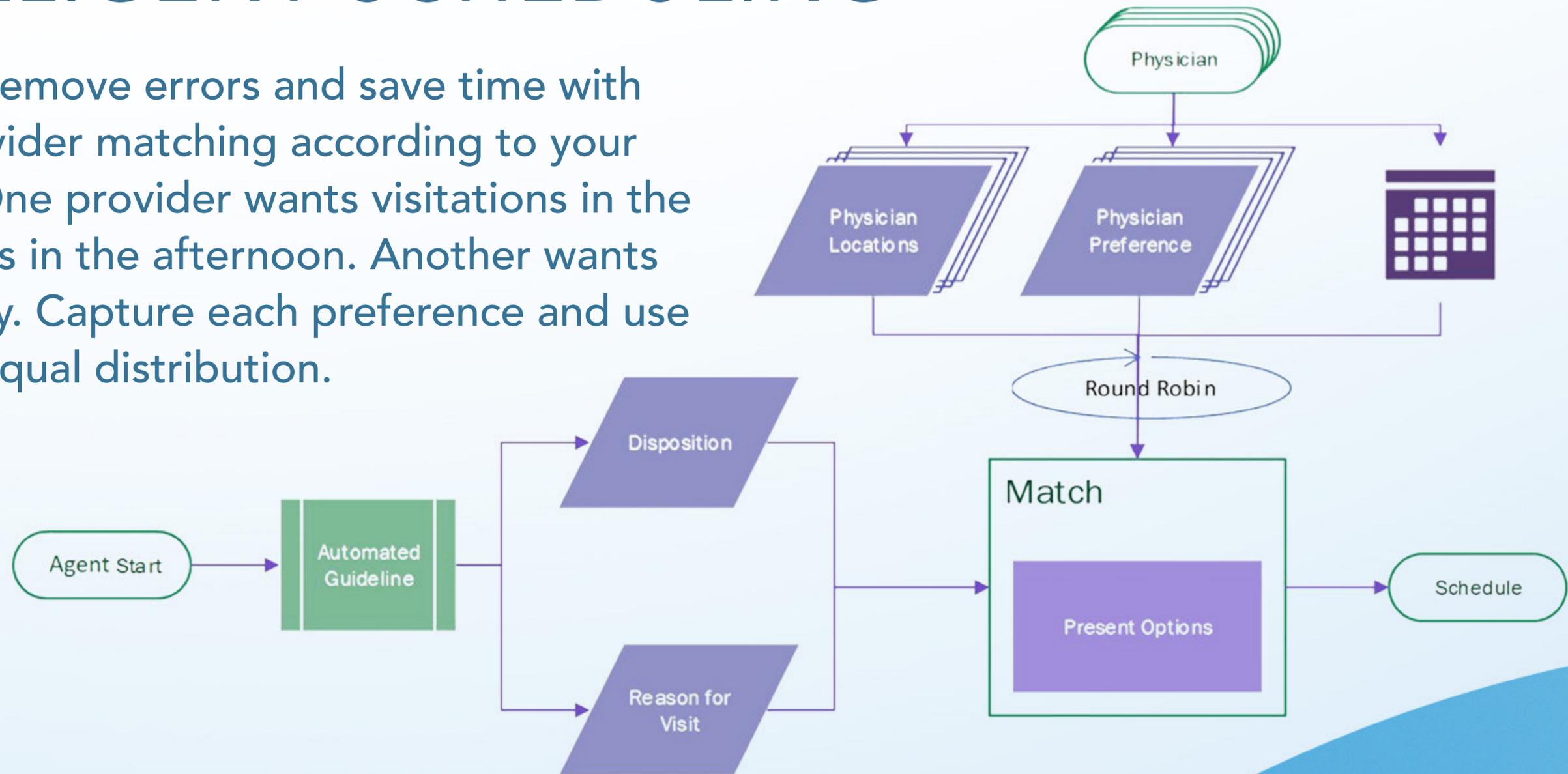
# NON-CLINICAL GUIDANCE

Health Desk's patient-language symptom checker guides non-clinical through the right workflow based on the age, sex, and symptoms of the patient – taking the guess work out of the hands of the staff and giving consistent, standardized results without having to use other reference materials.



# REDUCE PHYSICIAN COMPLAINTS WITH INTELLIGENT SCHEDULING

Intelligent Scheduling: remove errors and save time with automated patient/provider matching according to your provider preferences. One provider wants visitations in the morning and procedures in the afternoon. Another wants one new patient per day. Capture each preference and use round-robin to ensure equal distribution.



SDS RMC Pre-Op  
 MRI Shoulder Right WO Contrast  
 RMC PACU  
 SDS RMC Post-Op

**Patient Name:** Test, Paula  
**Date of Birth:** 06/16/1960  
**Sex:** F  
**Phone:** 8045980461

Enter appointment note Schedule Appointments

Time Frame: < 120 D. | Location: - Filter by Location - | Distance: - Distan... | From Date: From Date | Days of Week:  Mon  Tue  Wed  Thu  Fri  Sat  Sun | From: 12 : 00 AM | To: 12 : 00 AM | Quick Filters: Quick Filters... clear selected slots

SDS RMC Pre-Op (01/02/2020 - 06/30/2020) Overbook |
 MRI Shoulder Right WO Contrast (01/02/2020 - 06/30/2020) Overbook |
 RMC PACU (01/02/2020 - 06/30/2020) Overbook

Resource: - Filter by Res. | Match Type: All | Preference: x OK | Slot Type: - Filter by Slot |
 Resource: - Filter by Res. | Match Type: All | Preference: x OK | Slot Type: - Filter by Slot |
 Resource: - Filter by Res. | Match Type: All | Preference: x OK | Slot Type: - Filter by Slot |

Thursday, January 9th 2020

Resurrection			Resurrection			Resurrection		
8:45 pm - 9:00 pm SDS RMC Pre-Op	1:15 pm - 1:30 pm SDS RMC Pre-Op	1:30 pm - 1:45 pm SDS RMC Pre-Op	10:30 am - 10:40 am MRI Shoulder Right WO Contrast	11:30 am - 11:40 am MRI Shoulder Right WO Contrast	11:50 am - 12:00 pm MRI Shoulder Right WO Contrast	7:30 am - 7:45 am RMC PACU	8:00 am - 8:15 am RMC PACU	8:00 am - 8:15 am RMC PACU
	12:30 pm - 12:40 pm MRI Shoulder Right WO Contrast	1:30 pm - 1:40 pm MRI Shoulder Right WO Contrast	1:40 pm - 1:50 pm MRI Shoulder Right WO Contrast	2:00 pm - 2:10 pm MRI Shoulder Right WO Contrast	2:10 pm - 2:20 pm MRI Shoulder Right WO Contrast	8:15 am - 8:30 am RMC PACU	8:30 am - 8:45 am RMC PACU	8:30 am - 8:45 am RMC PACU
	3:20 pm - 3:30 pm MRI Shoulder Right WO Contrast	4:10 pm - 4:20 pm MRI Shoulder Right WO Contrast	4:30 pm - 4:40 pm MRI Shoulder Right WO Contrast	3:10 pm - 3:20 pm MRI Shoulder Right WO Contrast	3:30 pm - 3:40 pm MRI Shoulder Right WO Contrast	9:00 am - 9:15 am RMC PACU	9:15 am - 9:30 am RMC PACU	9:30 am - 9:45 am RMC PACU
						9:45 am - 10:00 am RMC PACU	10:00 am - 10:15 am RMC PACU	10:15 am - 10:30 am RMC PACU
						10:15 am - 10:30 am RMC PACU	10:45 am - 11:00 am RMC PACU	10:45 am - 11:00 am RMC PACU
						11:00 am - 11:15 am RMC PACU	11:00 am - 11:15 am RMC PACU	11:15 am - 11:30 am RMC PACU
						11:15 am - 11:30 am RMC PACU	11:30 am - 11:45 am RMC PACU	11:30 am - 11:45 am RMC PACU

# ERROR-FREE SCHEDULING

The result lets you easily schedule complicated same-day or multi-day series of appointments without errors leaving patient and provider much happier.



# CLINICAL DATA ACCURACY + SPEED

Provide the telephone scripts and workflow guidance nurses need with less training and less errors.

Training for our clients typically goes from days to just hours. Also, our clients report a much greater reduction in errors, negative feedback and lawsuits. What's more, our typical client saves a couple minutes of handle time.

### Public Health Screening

Does the patient have fever (over 38C) AND/OR onset of (or exacerbation of chronic) cough?

Yes  
 No

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Did the patient travel outside of Canada within 14 days prior to the onset of illness?

Yes  
 No

---

Has the patient been in close contact with a confirmed or probable case COVID-19 (2019-nCoV)?

Yes  
 No

Hint: A close contact is defined as a person who provided care for the patient, including healthcare workers, family members or other caregivers, or who had other similar close physical contact OR who lived with or otherwise had close prolonged contact with a probable or confirmed case while the case was ill.

**Directive:**

Triage the symptom as per process.

If the disposition is 4 Hours or less urgent, then advise the caller to isolate, contact their local public health unit for further directions on whether they need to be tested and what directions they should follow. They should speak to PH during office hours before proceeding to a clinic or PCP Office.

If Public Health is closed, refer to ED.

If sending to ED, advise that they should self-identify upon arrival.

Advise the patient to wear a mask, self-isolate (i.e., limit contact with other people, drive self if able) and not use public transport.

If the disposition is 911, RN to advise dispatcher of the situation.

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### End of Assessment

End of Assessment



Details Related Clients **Call Handling Instructions** Communication Settings Business Hours

Call Handling Instructions

← → Formats **B** *I* [List Icons] [Link Icon] [Table Icon]

**COVID-19**

If the caller meets the case definition criteria (see below) and results in and ED disposition We would ask they attend the ER for further assessment. The ER physician would be the one making the decision on the need for testing.

We should be advising these callers to wear a mask to ED if they have one, self-isolate (i.e limit contact with others,drive self if able) and do not use public transportation. The pt should self identify upon arrival to the ED. As the nurse you should be calling the ED to inform them that we have sent this patient. If the disposition is 911, please advise the dispatcher of the situation.

If the disposition is 4 hours or less acute then we will advise the caller to self isolate, refer to assessment centre, contact their local public health if appropriate for further directions on whether they need to be tested and what directions they should follow. They should speak with PH before proceeding to a clinic or PCP office.

**Case Definition for COVID-19**

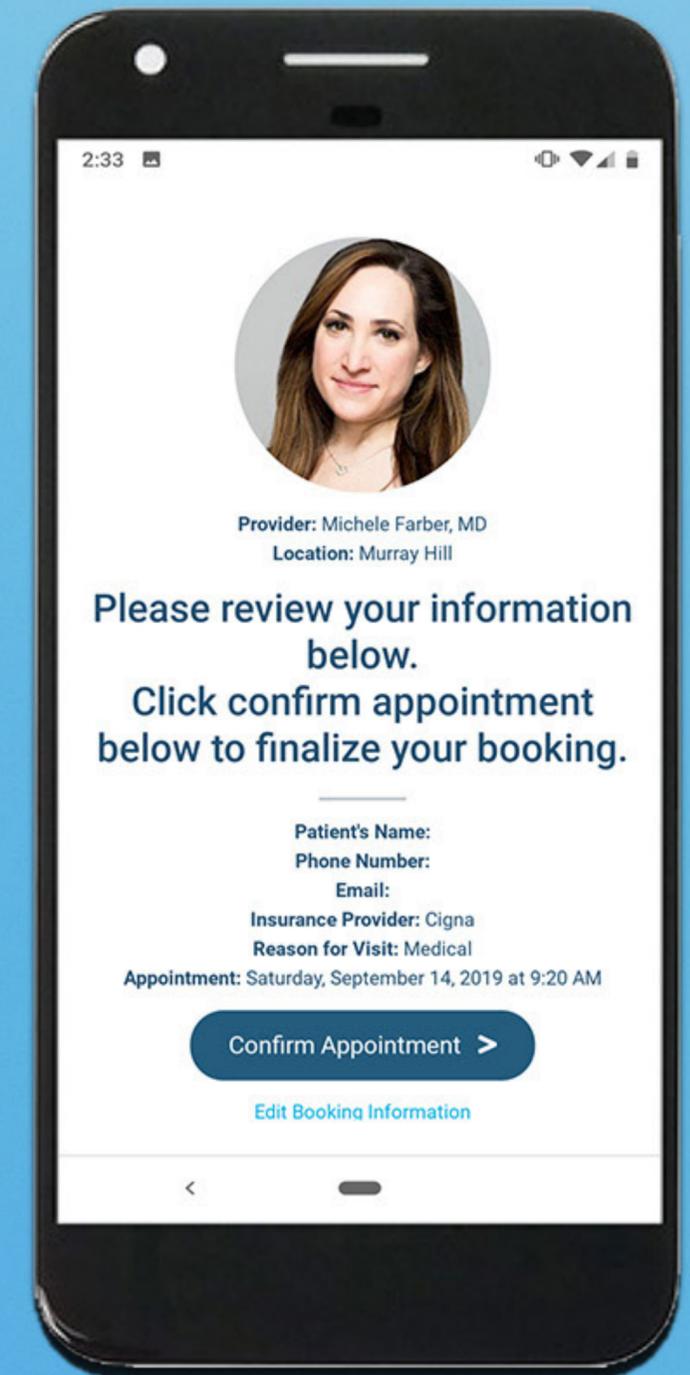
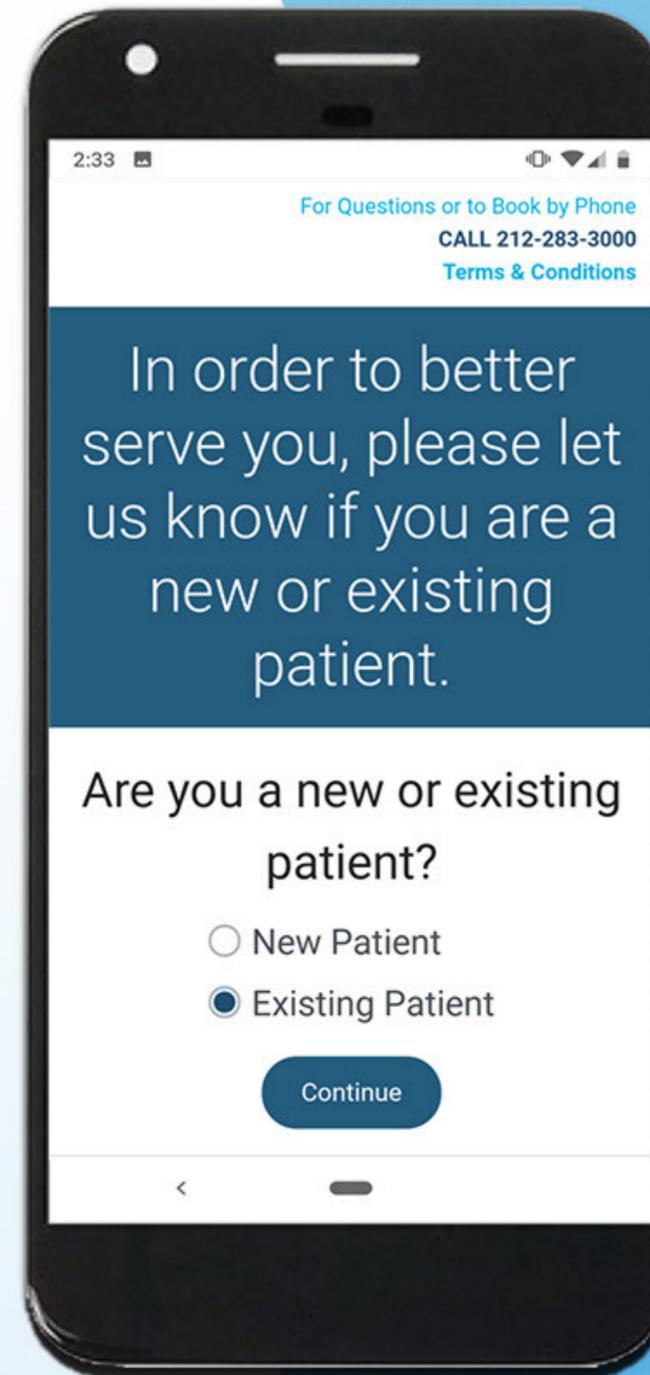
# ADAPTABILITY IN REAL-TIME

Quickly update instructions  
in real time.



# SELF-SCHEDULING TO IMPROVE CUSTOMER SATISFACTION & REDUCE YOUR WORKLOAD

Simple patient self-scheduling is optimized with the same matching automation your schedulers use. This frees up schedulers time for other endeavors or allows staff resource reduction.



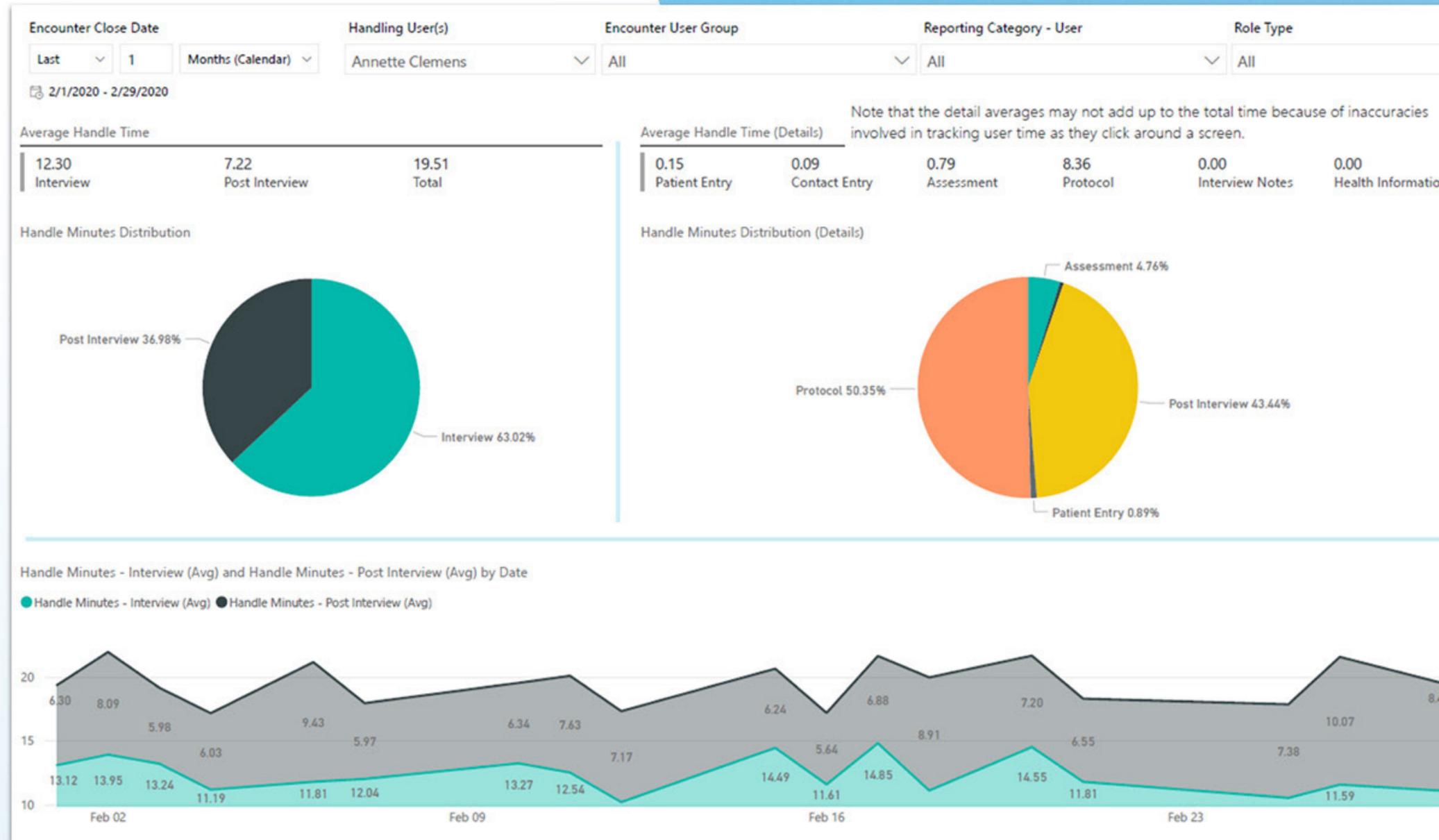
# WORKFLOWS GUIDE TO VIRTUAL VISITS

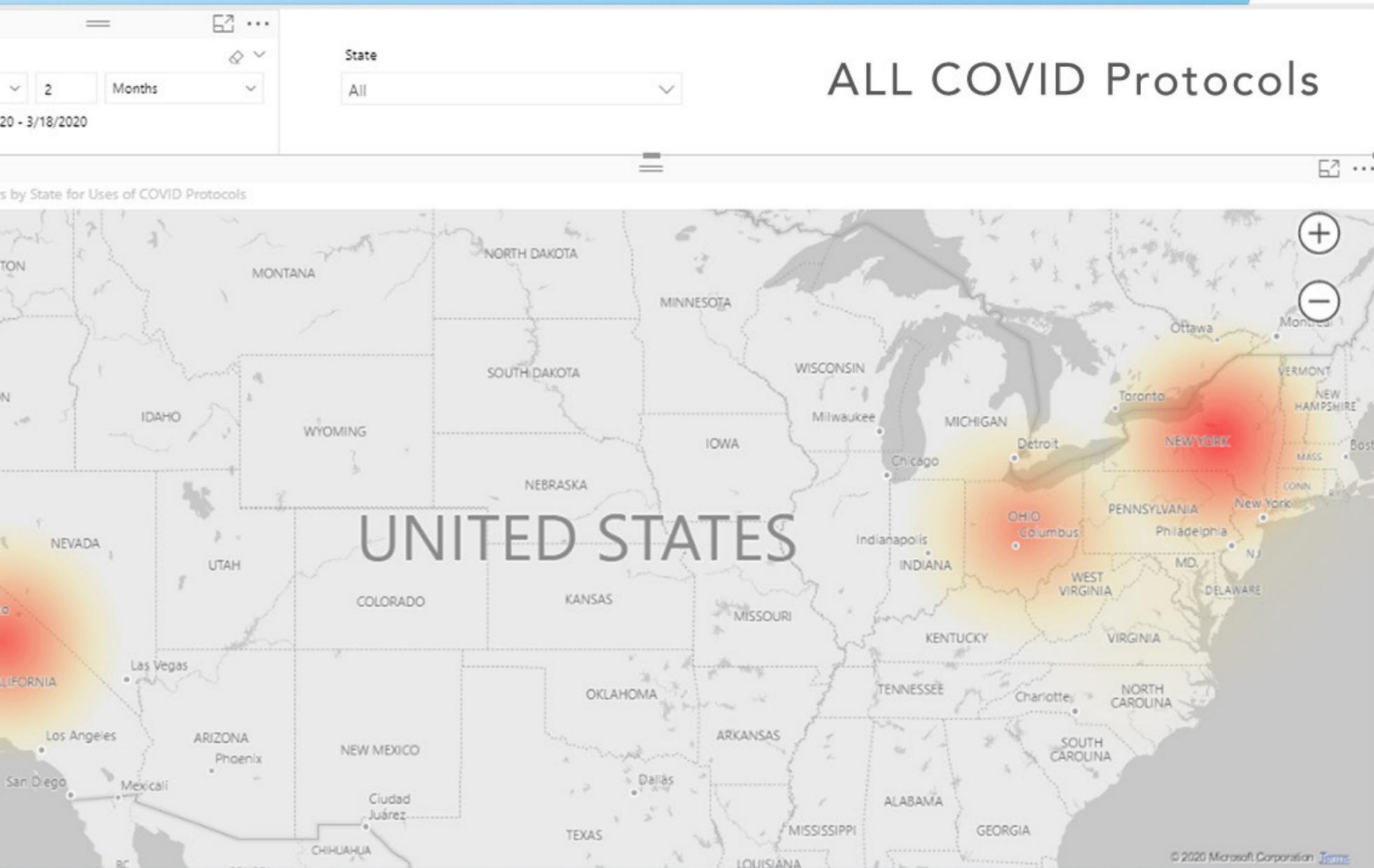
See more clients in less time and save those trips to the office. Conduct virtual visits with the same Allscripts integration, intelligent scheduling, triage, and reporting, all behind a simple interface.



# IMPROVE PERFORMANCE & REDUCE TRAINING

Give your managers the coaching tools they need by comparing individual performance to targets and to other staff. Identify trends as well as areas of opportunity for more training.





# VISUALIZE DATA & IDENTIFY OPTIMIZATIONS

See call and geographic trends for your patient population. Track opportunities for resource allocation in new regions or disease trends geographically.





WANT TO LEARN MORE?

LET'S GET THE CONVERSATION STARTED

[Keonahealth.com](https://Keonahealth.com)

(919) 246-8520

[sales@keonahealth.com](mailto:sales@keonahealth.com)